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GALVESTON COUNTY CLERK



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## **Galveston County Civil, Family, and Probate E-Filing**

The Texas Supreme Court has mandated that all Civil, Probate and Mental Health Cases must be filed Electronically (E-file) effective July 1, 2014 for Galveston County (see below mandate schedule). In an effort to prepare for this new process, Galveston County began accepting e-filings for Civil, Probate and Mental Health Cases on Thursday, November 21, 2013 in advance of the mandate. In addition to providing early e-filing capability, the County Clerk and District Clerk have established requirements to support the e-filing process that coincide with the Supreme Court rules.

### **E-file Support:**

**Technical Support:** Tyler Technologies 1-800-297-5377 or [efiling.support@tylertech.com](mailto:efiling.support@tylertech.com)

**More Information:** Please visit the TexFile website at <http://TexFile.com>

### **Schedule for Mandatory Electronic Filing**

- a. 500,000 or more — January 1, 2014
- b. 200,000 to 499,999 — July 1, 2014 (Galveston County, Texas)
- c. 100,000 to 199,999 — January 1, 2015
- d. 50,000 to 99,999 — July 1, 2015
- e. 20,000 to 49,999 — January 1, 2016
- f. 20,000 — July 1, 2016

## **Most Common User Questions:**

### **1. Why am I getting errors in Texfile?**

If you are getting errors in TexFile, try clearing your cache (i.e. temporary files) before contacting the TexFile Help Desk.

### **How to Clear Cache**

#### **Internet Explorer 9**

- Click the gear icon at the top right to open the Settings menu
- Select Safety and Delete Browsing History
- Select Temporary Internet Files. You will also need to uncheck all of the other boxes, including Preserve Favorites website data
- Click the Delete button near the bottom of the window
- Reload the File and Serve page by pressing the "Reload this page" button or F5

### **Clerks Accept or Reject Submissions**

Court clerks receive the electronically filed documents and associated fees for processing and acceptance, review the documents, accept or reject the filings, and provide an electronic timestamp notification to the filer for the accepted documents.

**3. Do I have to use an Electronic Filing Service Provider (EFSP)?**

Yes, but you may file directly through TexFile. One of the other EFSP's may offer additional services which might interest you.

**4. I already use an EFSP, do I need to switch?**

No, as long as your current EFSP has been certified to submit filings to TexFile, there is no need to switch providers. Please visit the TexFile website at [www.TexFile.com](http://www.TexFile.com) to confirm your EFSP has been certified.

**5. Is there a fee to e-file?**

Yes, there are fees associated with filing documents electronically on the Texfile system:

### **Standard Court Filing Fees**

Contact your local court for information on filings fees

### **Service Provider Fees**

Most EFSP's Charge Fees for e-filing and related services. These fees vary by EFSP and transaction. TexFile provides a free EFSP service.

### **Convenience fees**

Processing fees required by credit card companies.

**6. Is e-filing secure?**

Yes. The TexFile system adheres to state and federal security regulations and meets Payment Card Industry Security Standards to protect filer and transaction information.

**7. My document is styled with two or more cause numbers. Do I need to submit the document twice?**

Yes. Once for each cause number listed on the document.

**8. What if I'm filing a case with an Affidavit of Indigence? How are the fees handled?**

You will have a "waiver option for those instances where you are not required to make a payment. Please check with your EFSP provider to verify they provide the "waiver" option.

**9. There is not a "filing code" which fits my document title exactly. What do I choose?**

Choose selection closest to the filing document title.

**10. May I include more than one document for filing per submission?**

Yes, TexFile will allow multiple documents with the same cause number to be filed in one submission.

## **TexFile Requirements**

All information that is entered in the TexFile portal is imported into the case management system; therefore certain requirements have been established for the TexFile portal.

1. TexFile free field text boxes must be completed in proper case. (i.e. you may not enter the required information in all caps or in all lower case)
2. Supply all party identifiers if possible. This will make it easier for the verifier to check for duplicate parties.

## **Reasons for Rejections**

- If jurisdiction is incorrect
- If case category and/or case type is incorrect
- If the party name is completely different than petition/application
- Party name is incorrect
- If the party's address in party address fields does not match the party's address in filing document
- If the filing code is incorrect but financial amounts for the correct filing Code are the same
- If the filing code is incorrect and the amounts for the new filing code are different
- If the filing document is incorrect or is missing key information (i.e. Signature, wrong case number on a subsequent filing)
- If the filing document is illegible or scanned with an incorrect orientation (i.e. upside down, sideways)
- If the filing is missing required filing documents. (i.e. If a Civil Lawsuit requires both a Motion and Affidavit of Service but only one is provided in the current filing)
- If multiple Filing Documents are placed on a single Filing Code where they should be split out to separate filing codes
- If exhibits or any document that supports the lead pleading is attached using the attachment field. These documents should be merged into a single PDF or filed separately as a new filing using the exhibit filing code
- Justice of the Peace Courts ONLY –You cannot file all papers from the Justice of the Peace Court and a Paupers Affidavit together. Each filing must be filed separately